KARMA Dashboard Usability Test Findings

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Top Findings
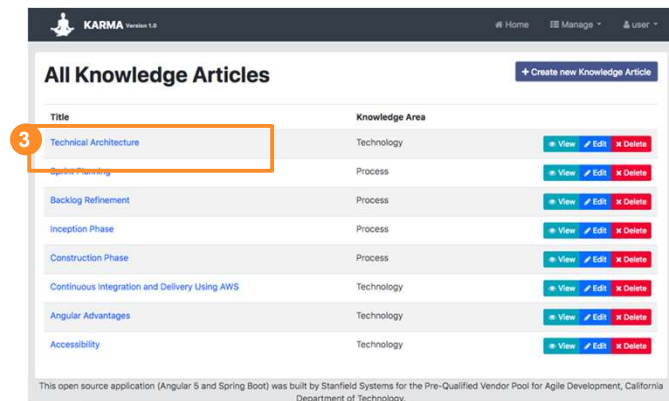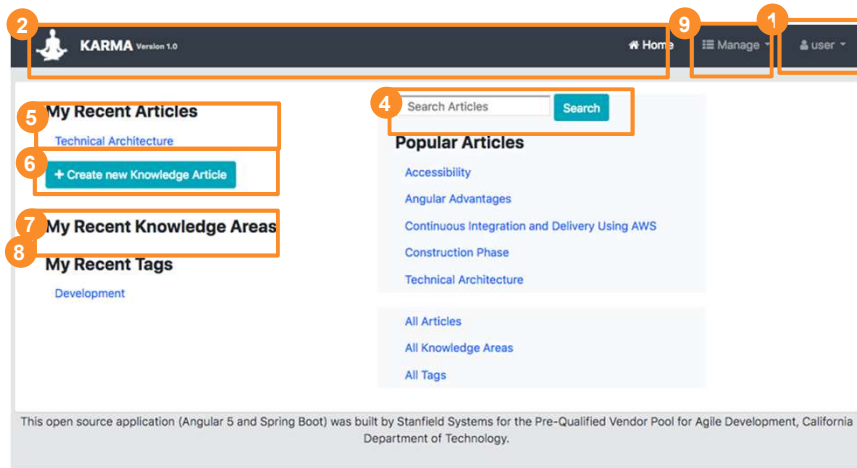
3   **1**

1) All users successfully located the Sign In action in the global header and logged in.
2) All users successfully navigated back to the Home screen by either using the KARMA logo or the Home link in the header
3) It was very intuitive for users to "View" an article by selecting the hyperlink of the article name. None of the users clicked on the "View" button in the list.
4) All users would use the Search functionality when they did not see an article they recently updated. However the hotkey didn't work for the Search button
5) 2 of 3 users initially did not see "My Knowledge Articles and immediately navigated to "All Articles" or "Popular Articles"
6) All users found it very easy to create and edit articles
7) 2 of 3 users specifically asked for more visibility of categorized articles (knowledge areas were not working at the time of the test)
8) The lack of any content under a heading was confusing for users. Specifically the Knowledge Area heading.
9) There was some curiosity around the "Manage" heading in the global nav bar. Users expected there to be some account management tasks in the dropdown.
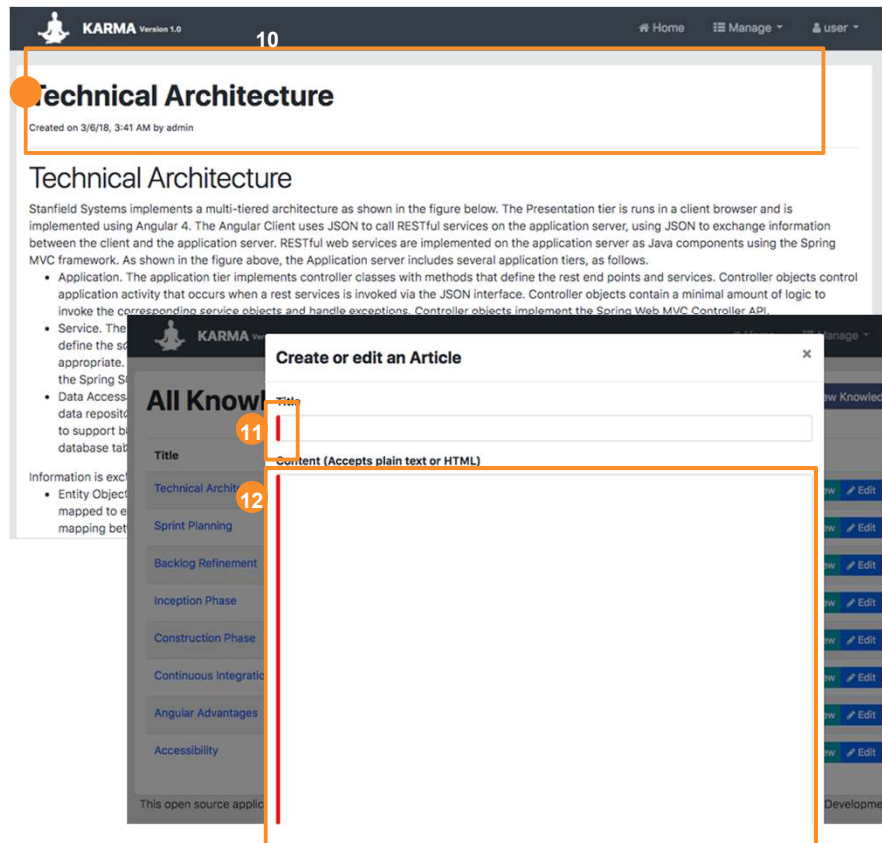
Top Findings

3   **1**

10) On long scrolling pages, users struggled knowing how to Edit the article. When asked to create a new article from an existing article, 2 of 3 users thought they would create it through the "Edit" modal as a template, similar to a "Save As" behavior.

11) Users struggled with the "required" fields of the Create modal. The red accent lines were learnable, but it took users a few times to understand they had to enter text in all fields in order to submit the form

12) Users were frustrated by the length of the Content field, all users felt strongly that the field could be shorter to reveal remaining form fields.

13) After the first few new articles were created, they no longer appeared on the homepage under My Recent Articles. All users expected to see new articles added to the top of list

Recommendations & Notable Quotes

1. **PRIORITY #1:** Make sure all new articles are added to the top of the list of My Recent Articles.
2. If there are 0 knowledge articles, areas or tags put placeholder text below the heading to give user status
3. Reduce vertical scroll on creating a new article modal window by setting a minimum line height of 2, then expanding based on additional lines.
4. In addition to the color indicator on required fields, provide "Required" text on required fields when creating a new article modal window. This also makes the form accessible since you can rely only on color as indication.
5. Provide primary and secondary buttons at both top and bottom of long pages. Specifically an Article page where the "Edit" button is all the way at the bottom.
6. Remove the "View" button on the list pages, redundant with the hyperlink and users didn't click it.

Notable Quotes

"KARMA, Oh, another acronym"

"Now that I know where it's at, I will remember."

"It seems that it does everything that I expect it to do"

Recommendations - Mockups

Conclusion

Overall, the design worked well for users and nearly all tasks were accomplished. Areas of struggle included, editing and creating from long scrolling pages and not having visibility to form fields when creating a new article.

Navigation throughout the workflow were as expected and users did not struggle returning to their home page. Once users learned the content areas on the homepage, they were very comfortable retaining that information and consistently looked in that area of the screen for results.

One fundamental issue was problematic for users and failed the test. Once the user created more than one article, the newly created article did not show up in the list of My Recent Articles. Users did successfully search for their article and saw that it existed.

	YES	NO
Were test goals met?	■	☐

	YES	NO
Further research or testing needed?	☐	■

Next Steps:
- Update designs and get feedback from product & dev team
- Share findings with all counties that participated